

# **CITY OF TUALATIN**

## **Classification Description**

**Job Title:** Assistant to the City Manager  
**Department:** Administration  
**Reports To:** City Manager  
**FLSA Status:** Exempt

**SUMMARY:** Under the supervision of the City Manager, this position performs a variety of tasks related to the facilitation of operational effectiveness of the City Manager's office. Acts as liaison to the media, community members, public officials and City staff. Coordinates City-sponsored meetings; responds to complex citizen questions and complaints. Performs a variety of administrative duties, some of which are of a confidential nature and/or require thorough knowledge of the organization's operations and procedures. Supervises City staff as assigned by the City Manager. This position is classified as a management employee.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Assists the City Manager and members of the City management team in monitoring internal and external issues. Coordinates activities with other departments and agencies.

Assists in the development of short and long range plans, collect and analyze data for studies and reports, prepares recommendations and presents information to the City Manager, management staff and City Council.

Performs a variety of research, analysis and administrative studies related department and/or citywide special projects including policy development, organizational improvement, and cost-benefit or feasibility studies.

Directs and implements programs as approved by the City Manager.

Develops working relationships with the media, and serves as City liaison providing public information issuing press releases and official statements.

Manages public information, including oversight of City publications, social media, and other City print and electronic publications and citizen engagement tools.

Assists in the formulation of the City Council Agenda and City Council meeting packet.

Oversees the structure, content, and effectiveness of the City website, including both external and internal City departments in coordination with the City's Information Services Department.

Participates in the coordination, preparation, and tracking of departmental and Council budgets; attends budget meetings. Assists in the forecast of department funds for capital purchases, equipment, materials and supplies.

Exercises independent judgment and initiative, and applies considerable knowledge of organizational programs and procedures in meeting a wide variety of work problems involving continual public, intergovernmental and interdepartmental relations.

Represents the City at various local, regional and statewide meetings, serves on committees; makes presentations to staff, Council, commissions, boards, civic groups and the public.

Maintains cooperative working relationships with City Council, City staff, other organizations and the general public.

Acts as an Ombudsman to further develop and monitor the collaborative efforts of private/public relationships within the City.

Drives to city facilities, vendors, training programs, and local and regional meetings as necessary.

Operates a PC, including Microsoft Word, Excel, Office and PowerPoint and general office equipment.

### **SUPERVISORY RESPONSIBILITIES:**

Provides direct supervision to the administrative support staff within the City Manager's office and any other staff assigned by the City Manager. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

**COMPETENCIES:** To perform the job successfully, an individual should demonstrate the following competencies:

**Adaptability** - Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change or unexpected events; Changes approach or method to best fit the situation.

**Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

**Attendance & Punctuality** – Consistently at work and on time; Arrives at meetings and appointments on time.

**Change Management** - Develops workable implementation plans; Communicates change effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

**Cost Consciousness** - Works within the approved budget; Conserves organizational resources; Develops and implements cost saving measures.

**Crisis Management** – Able to maintain calm in non-standard situations; Recognizes what is most suitable in a given situation; Exhibits decisiveness and responsibility; Knows when to consult and involve others.

**Customer Service** - Manages difficult or emotional customer situations; Understands and applies the principles of quality customer service; Responds promptly to customer needs and to requests for service and assistance; Solicits customer feedback to improve service.

**Delegation** - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

**Dependability** - Follows instructions and responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

**Diversity** - Shows respect and sensitivity for cultural differences; Promotes and supports a harassment-free environment.

**Ethics** - Treats people with respect; Inspires the trust of others; Works ethically and with integrity; Upholds organizational values.

**Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed.

**Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

**Interpersonal Skills** – Focuses on cooperatively resolving conflict; Maintains confidentiality; Actively listens to others without interrupting; Conveys a positive image of the City and its services; Keeps emotions under control; Remains open to others; ideas and tries new things.

**Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

**Leadership** - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others

**Managing People** - Includes staff in planning, decision making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal & external); Fosters quality focus in others; Improves processes and services; Continually works to improve supervisory skills.

**Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

**Oral Communication** - Speaks clearly and persuasively; Listens and gets clarification; Responds well to questions; Participates in meetings; Demonstrates group presentation skills.

**Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

**Planning & Organizing** – Prioritizes and plans work activities; Uses time resources efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

**Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Uses reason even when dealing with emotional topics; Works well in group problem solving situations.

**Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of status or position; Inspires respect and trust; Accepts

responsibility for own actions; Follows through on commitments.

**Project Management** – Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project activities.

**Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality.

**Safety and Security** - Observes, and ensures others observe, safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses, and ensures other staff use, equipment and materials properly.

**Strategic Thinking** - Develops strategies to achieve organizational goals; Understands organization's strengths and weaknesses; Identifies external threats and opportunities; Adapts strategy to changing conditions.

**Teamwork** – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

**Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

**Visionary Leadership** - Displays passion and optimism; Inspires respect and trust; Mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.

**Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Considerable knowledge of the principles, practices and techniques of business and public administration. Possession of additional specialized knowledge, skills and abilities pertinent to city administration. Considerable knowledge of the principles, practices and equipment of modern functions, policies and procedures of the City and how these relate to the City organization as a whole, or the ability to acquire such knowledge.

Ability to assemble, organize and present statistical, financial and factual information derived from a variety of original and secondary sources. Ability to provide effective leadership and coordination in developing solutions and recommending new techniques. Ability to establish and maintain effective working relationships with employees, officials and the general public. Ability to exercise resourcefulness, tact and perspective in developing solutions and recommending new techniques.

**CERTIFICATES, LICENSES, REGISTRATIONS** Possession of, or the ability to secure possession of, a valid Oregon driver's license. Specific assignments may require possession of, or the ability to secure, state certification for performing assigned duties.

**EDUCATION and/or EXPERIENCE:** Four years of increasingly responsible administrative experience in municipal government and a Bachelor's Degree in Business Administration, Public Administration, or a closely related field from an accredited college or university; or any satisfactory equivalent combination of experience and training which ensures the ability to perform the work will be considered if you possess the requisite skills and abilities. A Master's Degree is preferred.

**PHYSICAL DEMANDS & WORK ENVIRONMENT:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to stand; walk; and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. The noise level in the work environment is usually moderate. Employee must have the ability to attend night meetings, attend out of town meetings and work a flexible schedule, weekends and/or holidays, subject to the operational needs of the City. Employee may be subject to continual interruption and may have occasion to deal with irate individuals.